

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	3575390
<b>Application Number:</b>	10811439
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	1477
<b>Title of Invention:</b>	Enhancing insight-driven customer interactions
<b>First Named Inventor/Applicant Name:</b>	Robert E. Wollan
<b>Customer Number:</b>	29838
<b>Filer:</b>	Christopher R. Hilberg/Debra Bruck
<b>Filer Authorized By:</b>	Christopher R. Hilberg
<b>Attorney Docket Number:</b>	60021-378601
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<b>Filing Date:</b>	26-MAR-2004
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment		no			
File Listing:					
Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1		SIDS_of_7-7-08.pdf	137398	yes	4
			60235cd8526699e854d63633632619e330e26f39ec		

	Multipart Description/PDF files in .zip description		
	Document Description	Start	End
	Information Disclosure Statement Letter	1	3
	Information Disclosure Statement (IDS) Filed	4	4

**Warnings:**

**Information:**

2	NPL Documents	Exam_Report_for_Applic_05 718462-4-2221.pdf	277748	no	7
			##12a3586ca9b7c3b3a34d1d3b591d8 c1210b5		

**Warnings:**

**Information:**

3	NPL Documents	Exam_Report_for_Applic_05 718472-3-2221.pdf	273410	no	7
			800843321b20f11b09517c11a1705543 7ba0c36d		

**Warnings:**

**Information:**

Total Files Size (in bytes):		688556
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.